

CAPPS Financials Service Requests (SRs) Report

Date of Report: 05/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
Accounts Payable		48
Accounts Receivable		1
Asset Management		18
Billing		1
Cash Receipts		12
Customer Contracts		2
ePro		9
General Ledger		41
Interfaces	Acceptance Testing	1
	Assessment	1
	Assigned	9
	Awaiting Customer	5
	In Work	7
	Pending Prod Approval	2
Interfaces		25
Inventory		3
None	Acceptance Testing	1
	Assigned	4
	Awaiting Customer	3
	In Work	66
None		74
Not Applicable		17
PeopleTools		4
Project Costing		21
Purchase Orders		19
Reports		39
Security		28
Strategic Sourcing		2
Travel and Expense	Assigned	1
	In Work	3
Travel and Expense		4
Workflow		12
Grand Total		380

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	13
Assessment	8
Assigned	140
Awaiting Customer	54
In Development	3
In Work	140
Pending Prod Approval	8
System Test	14
Grand Total	380

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	5
	Asset Management	2
	Billing	1
	Cash Receipts	4
	Customer Contracts	1
	ePro	1
	General Ledger	11
	Interfaces	6
	None	4
	PeopleTools	2
	Project Costing	6
	Purchase Orders	1
	Reports	5
	Security	10
	Strategic Sourcing	1
	Travel and Expense	1
High		61
Medium		248
Low		71
Grand Total		380

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	4
Assessment	3
Assigned	24
Awaiting Customer	3
In Development	1
In Work	18
Pending Prod Approval	4
System Test	4
Grand Total	61

All SRs by Status

(Includes Closed, Completed after 03/01/21)

Status	Count of Status
Acceptance Testing	13
Assessment	8
Assigned	140
Awaiting Customer	54
Governance	1
Hold	9
In Development	3
In Work	140
Pending Prod Approval	8
System Test	14
Grand Total	390

CAPPS Financials Trend Report – Service Requests

April 2020 – April 2021

	April 2020	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	April 2021	Totals
OPENED	359	295	366	515	430	565	512	366	319	311	329	503	473	5343
CLOSED	399	275	318	431	434	550	529	404	466	386	438	633	503	5766

